



DEPARTMENT OF VETERANS AFFAIRS
ASSISTANT SECRETARY FOR HUMAN RESOURCES AND ADMINISTRATION
WASHINGTON DC 20420

DEC 01 2010

Mr. Ray Decker
Associate Director for Veterans Services
ATTN: FY 2010 DVAAP REPORT
U.S. Office of Personnel Management
1900 E Street NW, Room 7460
Washington, DC 20415-9800

Dear Mr. Decker:

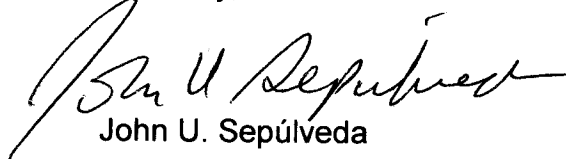
I am pleased to submit the Department of Veterans Affairs (VA) Disabled Veterans Affirmative Action Program (DVAAP) Plan Certification for Fiscal Year (FY) 2011 and the FY 2010 Accomplishments Report.

Each year, the Office of Personnel Management (OPM) requests each Federal agency to submit a DVAAP Plan Certification and Accomplishments Report for the fiscal year. The DVAAP reporting requirements and contents for the report are in subpart C of part 720 of title 5, Code of Federal Regulations.

VA is proud to report that while the total number of employees increased by 4% during FY 2010, the number of Veterans employed also increased by 4%, and there was a large increase (10.42%) in the number of disabled Veterans in VA's workforce, with a larger increase (12.09%) in the employment of 30% or more disabled Veterans. VA attributes this increase to strong leadership from VA Secretary Eric K. Shinseki and hard work by VA's Veterans Employment Coordination Service, human resources staffing specialists throughout VA, Equal Employment Opportunity and Diversity and Inclusion staff, including Special Emphasis Program Managers, and hiring officials.

If you have any questions concerning the report, please have a member of your staff contact Christy Compton, VA Disability Program Manager, Office of Diversity and Inclusion, at (202) 461-4037 or via email at Christy.compton@va.gov.

Sincerely,


John U. Sepúlveda

Enclosures

Department of Veterans Affairs

Disabled Veterans Affirmative Action Program (DVAAP) Accomplishment Report

Fiscal Year 2010

As the second largest Cabinet level agency, the Department of Veterans Affairs (VA) employs over 300,000 employees and provides health care, benefits, and memorial services to approximately 25 million Veterans. VA provides these services through three major organizational subcomponents: the Veterans Health Administration (VHA) with 157 medical centers; the Veterans Benefits Administration (VBA) with 57 regional offices; and the National Cemetery Administration (NCA) with 130 cemeteries. The VA Central Office (VACO) is the national headquarters office comprised of numerous Staff Offices, reporting to the Secretary of VA.

In fulfillment of VA's vision "to provide Veterans the world-class benefits and services they have earned—and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship," VA continued its efforts to build a diverse and high-performing workforce and an inclusive workplace that reflects our Nation and the Veterans we serve. VA is committed to providing equal employment opportunities for all, including disabled Veterans. This is demonstrated by the fiscal year (FY) 2010 accomplishments listed below, as they relate to disabled Veterans, with regards to methods utilized to: recruit and employ; provide and improve internal advancement opportunities; and monitor, review, and evaluate DVAAP 2010 Plan goals and activities. Additionally, this report addresses the Department's progress in implementing the DVAAP.

Methods Used to Recruit and Employ Disabled Veterans

VA Central Office (VACO)

- Veterans Employment Coordination Service (VECS) made contact with over 34,000 Veterans during FY 2010, providing a host of services to job seeking candidates. Services provided by VECS included: Introduction to a VA career, skills assessment, training and development, resume review, Federal application and KSA writing assistance, and assistance with placement and USA Staffing.
- Over 11,000 preference-eligible Veterans were hired in VA during FY 2010, resulting in a workforce made up of 30% Veterans, 9% who are service-connected disabled Veterans. VECS is considered the "gold standard" regarding Veteran employment and the model used by most other Federal agencies when standing up their Veteran employment programs.
- VECs collaborated with Vocational Rehabilitation and Employment Services, Marine Corps' Wounded Warrior Regiment, Army's Warrior Transition programs, Veterans Service Organizations (VSOs), and other Veteran stakeholders.

- VACO vacancy announcements addressed alternate staffing means for disabled Veterans and Vietnam Era Veterans. Human Resource (HR) Staffing consultants assisted disabled Veteran and Vietnam Era Veterans who were walk-in applicants with pertinent employment information.
- Volunteer disabled Veterans and employees with disabilities from VACO made periodic visits to Walter Reed Army Hospital, to visit the wounded soldiers who recently returned home from serving in Iraq and Afghanistan. VA employees shared their past work experience and discussed training and career opportunities that are available to them in the Department.

Veterans Health Administration (VHA)

In FY 2010, VHA continued building an effective workforce and qualified Veterans constituted a major recruiting source for VHA. It is the policy of VHA to promote employment opportunities for disabled Veterans. This was accomplished by utilizing methods to recruit and employ disabled Veterans, especially those who are 30% or more disabled.

- Human Resources Management Service and Equal Employment Opportunity (EEO) Program Offices maintained close working relationships to place special emphasis on the recruitment and placement of disabled Veterans.
- VHA HR staffing specialists worked with selecting officials, by way of training, meetings, and communications, to encourage the use of special appointment authorities to recruit Veterans with disabilities, including non-competitive Appointment Authority for 30% or more disabled Veterans, Veterans Readjustment Appointment (VRA) and the Veterans Employment Opportunities Act (VEOA). Additionally, reasonable accommodation statements were included on job vacancy announcements to ensure applicants with disabilities were informed of available reasonable accommodations.
- VHA Veterans Integrated Service Network (VISN) field facilities continued to solicit referral applicants from their respective communities through affiliation with their local Departments of Labor (DOL), Divisions of Vocational Rehabilitation Service, and Employment Service Centers to exchange employment information and establish recruitment sources for disabled Veterans.
- Field facilities maintained regular contact with various VSOs, such as the American Legion, American Veterans, Disabled American Veterans and Veterans of Foreign Wars. Contacts were made with Veterans Community Care Center's Vocational Rehabilitation Specialists in relation to the Compensated Work Therapy (CWT), Incentive Therapy (IT) Program, Transitional Work Experience (TWE), and Supportive Employment Program.

- VHA VISN field facilities utilized Delegated Examining Units (DEUs) and Compensatory Coordinators to recruit disabled Veterans. DEUs allowed for recruitment from all sources, which created a larger applicant pool in order to select the best qualified candidate. Compensable service connected Veterans with 30% or more disability were given hiring preference with the use of DEU referrals.
- VHA VISN field facilities worked with the State Directors of Veterans Employment and Training Service, DOL's Disabled Veterans Outreach Program, State Vocational Rehabilitation Services, Projects with Industry, and the Transition Assistance Program (TAP).
- Veterans Vocational Specialists assisted disabled Veterans with their resumes, applications for employment, writing more effective narratives on Knowledge, Skills, and Abilities, preparing for performance based interviews, and with retention.
- Operation Iraqi Freedom (OIF) and Operation Enduring Freedom (OEF) Coordinators were established to address the employment and career advancement barriers to improve the recruitment, advancement, and retention of returning disabled Veterans.
- The "Disabled Veterans Enrolled in VA Training" program allowed eligible disabled Veterans to receive training or work experience in VHA.
- The National Recruitment Pilot worked with Chapter 31 Vocational Rehabilitation Employment Coordinators nationwide to fill Health Care Initiative Information Technology positions with disabled Veterans who had graduated from information technology academic programs and were eligible for direct hire.

Veterans Benefit Administration (VBA)

VBA recognizes the service and sacrifices that Veterans have made to keep our great nation safe and is committed to increasing its workforce of Veterans and disabled Veterans, who have a wealth of knowledge, skills and competencies acquired through practical experience in the military.

VBA increased its workforce of Veterans and disabled Veterans from 7,631 in FY 2009 to 8,940 in FY 2010, by utilizing numerous special appointment authorities and VA Training Program under the VA Vocational Rehabilitation Program to hire Veterans, including disabled Veterans.

- **Providence Regional Office (RO):** In an effort to increase its workforce of Veterans and disabled Veterans, the Providence RO hosted two Career Fairs during the Spring and Summer of FY 2010. This RO also participated in the Veterans Career Fair held at the Warwick Mall in Warwick, Rhode Island where

numerous Veterans including disabled Veterans submitted applications, of which some applicants were hired under VRA and VEOA appointments.

- **Philadelphia RO and Insurance Center (RO&IC):** This RO announced vacancies at its Disabled Transition Assistance Program briefings held at the Willow Grove Naval Air station, Fort Dix Army Base, Dover Air Force Base, McGuire Air Force Base and Carlisle Army Barracks. The Pennsylvania Department of Labor Placement Division and 12 national and state Veteran organizations continued to maintain offices in the Philadelphia RO&IC in order to provide employment services to Veterans and disabled Veterans. In an effort to further increase its workforce with Veterans and Veterans with targeted disabilities, the Philadelphia RO partnered with the Federal Executive Board's Careers in Government Team to network with local colleges and universities, and other community based organizations to host job fairs specifically targeting qualified Veterans and disabled Veterans.
- **St. Louis RO:** Participated in job fairs held at colleges and universities in the local and surrounding areas. In FY 2010, the St. Louis RO participated in job fairs hosted by the Army Career and Alumni Program at Ft. Leonard Wood, Missouri, and the TAP at Scott Air Force Base, Illinois, which was attended by Veterans from all branches of the military.
- **Denver RO:** Actively advertised vacancy announcements in local newspapers, posting on boards at colleges and universities, and posting on-line via USAJOBS. This RO also developed recruitment flyers that were distributed to Veterans at Fort Carson Army Base and Buckley Air Force to ensure discharged Veterans were informed of employment opportunities at the Denver RO as part of their DTAP/TAP briefings.
- **Albuquerque RO:** The Vocational Rehabilitation and Employment (VR&E) Specialists worked with the New Mexico Workforce Solutions Disabled Veterans Outreach Program Coordinator to co-host job fairs, training, and the facilitation of other events and activities to recruit eligible Veterans and disabled Veterans to fill vacancies at the Albuquerque RO. The training provided to Veteran applicants covered topics such as interviewing techniques and procedures for completing Federal job applications.
- **Muskogee RO:** In addition to the Muskogee RO utilizing the local VR&E Division and the Oklahoma State Employment Service to recruit and hire Veterans and disabled Veterans, this RO coordinated and participated in 177 briefings, which accounted for 10,283 Veteran outreach contacts. These briefings consisted of military briefings, stand-downs, Town Hall Meetings, and Native American Indian Conferences.

National Cemetery Administration (NCA)

NCA continued utilizing special hiring authorities listed above and the below methods to recruit and employ disabled Veterans. As a result of this focused effort, NCA has a total of 1,191(69.99%) Veterans of which 356 (20.94%) are disabled Veterans. In FY 2010, NCA hired eighty-six (86) OEF and OIF Veterans and fifty-four (54) 30% or more disabled Veterans.

- Used DEU, allowing managers to recruit from all sources, creating a larger applicant pool to reach disabled Veterans and other best qualified candidates.
- Veterans Benefit Administration Employment Specialists and CWT Coordinators at Veterans Affairs Medical Centers were leveraged to recruit disabled Veterans for available positions.
- NCA Human Resources Management Office (HRMO) and the field's Human Resource Center (HRC) comply with regulations governing Veterans' preference in both hiring and reductions-in-force.
- In addition to posting vacancy announcements on USA Jobs, the cemeteries distributes and post them on bulletin boards at the medical centers, state unemployment centers, universities, and at times the cemeteries post announcements in the local newspaper.
- Maximum consideration is given to VRA, VEOA, and special authority for non-competitive employment of 30% or more disabled Veterans.
- A Local Reasonable Accommodation Coordinator has been appointed for NCA. During the FY 2010 NCA Annual Training Meeting, training was conducted on the new Americans with Disabilities Act Amendment Act guidelines as well as on the Reasonable Accommodations Program. The administration's leadership was in attendance.
- Information on the Computer/Electronic Accommodations Program (CAP) is available when managers are considering essential job requirements and other job accommodations issues. Supervisors and directors are strongly encouraged to attend CAP training sessions as they become available.
- NCA attended over sixty recruitment/outreach events. Ten of those events were specifically designed to attract and provide information to Veterans.
- NCA's EEO Staff is also working collaboratively with our field HRC office to utilize the Minority Veterans Program Coordinators located at each cemetery nationwide to incorporate targeted recruitment during their outreach activities. This will further provide NCA with an additional tool to conduct targeted recruitment while reaching a large number of Veterans.

Methods Used to Provide or Improve Internal Advancement Opportunities

To provide or improve internal advancement opportunities for disabled Veterans, VA used several methods, including internal merit promotion procedures; career ladder and upward mobility positions; training and career development programs; and special emphasis programs to advocate the employment and advancement of those with disabilities, including Veterans.

VACO

- Of the 1,474 advancements that occurred in VACO, disabled Veterans accounted for 536, or 36%.

VHA

VHA continued to give special attention to the use of methods to provide and improve internal advancement opportunities for disabled Veterans.

- VHA VISN field facilities' EEO Managers provided presentations to highlight the results of the DVAAP report with managers and supervisors at staff meetings and individual service care lines throughout the year to encourage, develop, and promote internal advancement opportunities for disabled Veterans.
- Career ladder promotions, which allowed recruitment at an entry level and required less specialized knowledge that could be developed on the job, were used by field facilities.
- Utilized the VRA Authority, which supported training agreement programs to allow for advancement to higher levels upon completion of provided training and the use of tuition support and tuition reimbursement.
- Upward mobility and worker trainee positions were also used for internal advancement opportunities.
- Personal Development Plans were used to identify training needs and to determine the resources to meet those needs.
- The Department of Defense's CAP was used by VHA facilities to provide technology accommodations. Directors, Managers, and Supervisors were encouraged to attend CAP training sessions as they became available.
- The use of VA's web-based Learning University and VA Knowledge Network were encouraged.
- The Merit Promotion Plan was provided to improve internal advancement opportunities for disabled Veterans. In particular, this system was used to recruit

qualified individuals into developmental positions below the full performance level in order to cultivate internal advancement.

VHA disabled Veteran employees have the same career advancement opportunities as all other VHA employees to participate in management and leadership development programs at every level of the organization.

The following training and career development programs include clear paths for acquiring the competencies, skills, knowledge, and experience that all employees, including disabled Veteran employees, need for their continual learning and career development.

- The Executive Career Field Candidate Development Program provides developmental opportunities for the preparation in applying for executive vacancies.
- The Graduate Healthcare Administration Training Program consists of three development programs designed to prepare today's promising candidates to become tomorrow's VHA administration leaders by providing career development opportunities to highly qualified individuals.
- The Leadership, Effectiveness, Accountability, Development Program is VHA's integrated process of identifying, assessing, and developing high potential leaders.
- The Technical Career Field Internship Program is used to develop employees in fields where full-time training in VHA procedures and regulations is required.
- The Employee Incentive Scholarship Program (EISP) enables VHA to award scholarships to VHA employees pursuing degrees or training in Title 38 and Hybrid Title 38 health care disciplines in which recruitment or retention is difficult.
- The National Nursing Education Initiative, a component of the EISP, provides education scholarships to registered nurses.
- The VA Nursing Education for Employees Program provides VHA medical centers replacement salary dollars for scholarship participants to accelerate their degree completion by attending school full time.
- The Education Debt Reduction Program is a tax-free recruitment incentive for Title 38 and Hybrid Title 38 employees.
- The VA Learning Opportunity Residency Program continues to provide opportunities for outstanding students to develop competencies in clinical

nursing, pharmacy and medical technology at approved VHA health care facilities.

- The VHA Mentor Certification Program provides structured training to ensure VHA is equipped with skilled certified mentors, coaches and preceptors to provide quality mentoring to VHA employees.

VBA

VBA continues to advance disabled Veterans by using internal merit promotion procedures and providing promotion opportunities through various training programs. VBA Circular 20-83-12 dated May 26, 1983 extends Veterans preference to qualified Vietnam Era Veterans and special disabled Veterans who are applying for specific merit promotion positions. For example, Claims Examiner (now Veterans Service Representative) and Contact Representative (now Legal Administrative Specialist) and other positions in the 996 series.

- **Providence RO:** At the end of FY 2009, the Providence RO established a local Leadership Enhancement and Development Program (LEAD) in order to create internal succession planning and develop its employees for potential leadership positions at this RO and throughout the VA. The LEAD participant for FY 2010 was a disabled Veteran, who was a VSR for two years and then promoted to a Rating Veterans Service Representative after completing the LEAD program.
- **Philadelphia RO&IC:** This RO continues to conduct quarterly reviews of Central Office statistical summaries of facility levels of disabled Veterans, especially those with disabilities of 30% or more to ensure disabled Veterans are not being overlooked for promotions. The Philadelphia RO&IC Director conducted periodic reviews with assistant directors and human resources personnel to assess whether special hiring authorities and internal merit promotion procedures were both being used to hire and promote disabled Veterans.
- **St. Louis RO:** To ensure that all employees, including Veterans and disabled Veterans, are informed of vacancy announcements, they are sent electronically via e-mail to all employees. Vacancy announcements are also posted on official bulletin boards located in areas that are visible to employees.
- **Denver RO:** The Office of Human Resources distributed vacancy announcements and provides information concerning the selection process including the special provisions used to promote Veterans and disabled Veterans at the Town Hall meetings conducted by the director or assistant director.
- **Albuquerque RO:** During FY 2010, the Albuquerque RO used internal merit promotion provisions stated above to promote qualified Vietnam Era Veterans and special disabled Veterans. This RO selected 11 employees through internal

vacancy announcements in FY 2010. Of those selected, 71% were Veterans and 64% disabled Veterans.

- **Muskogee RO:** This RO also used internal merit promotion provisions allowing for Veterans preference to promote Veterans and disabled Veterans. In FY 2010, 111 Veterans received internal promotions. Of these Veterans promoted, 67 were disabled Veterans and 41 had a disability of 30% or more.

NCA

Internal advancement opportunities are provided through the Merit Promotion Plan and training and development programs.

- During FY 2010, NCA employees were competitively selected to participate in two agency's formal career development program. The first was the NCA Leadership Institute, which provides employees in grades 9-12 and Federal Wage System supervisors the opportunity to develop their leadership skills. The second program was the Cemetery Director Intern program. This program is open to both internal and external candidates and has proven to be a successful tool for preparing employees for leadership roles. Currently, participants' information is not tracked by Veteran status. This is one area NCA plans to address in FY 2011.
- All employees, including disabled Veterans, are encouraged to participate in available on-line training offered through VA's Learning University, VA's broadcast system, and the MSNs resource library. These sources provide a myriad of courses that offer continuing education units and self-improvement classes.

Methods Used to Monitor, Review, and Evaluate Activities

VA continually monitors, reviews, and evaluates DVAAP activities by conducting workforce statistical analyses with regards to hire, promotion, and retention rates of disabled Veterans to identify and eliminate any barriers. Additionally, VECS, HR, EEO, selecting officials, workforce planning and special emphasis committees, Unions, and other key officials collaborate to ensure Veteran employment, specifically for disabled Veterans, is advocated, highly visible, active, and integrated into all human capital initiatives.

VACO

- The COIN-PAI 204 (Disabled Veteran and Vietnam Era Veteran Employment Report) VISN Support Service Center (VSSC) version is utilized by the Central Office Human Resource Services to monitor the employment of disabled Veterans and Vietnam Era Veterans of Staff Office organizations.

VHA

The overall goal of VHA's DVAAP is to ensure that qualified disabled Veterans have every opportunity for placement and advancement. VHA's DVAAP was monitored, reviewed, and evaluated through a quarterly review of progress in implementing the national plan by VHA's VISNs and evaluated throughout the year to assure that progress is being made in meeting targeted action items. VHA continued to encourage selecting officials to make full use of special appointing authorities. VHA also continued emphasizing and conducting targeted recruitment outreach activities.

- Workforce succession planning conducts analysis of the total workforce, leadership positions, program offices, and occupations to include strategies for employee development, succession programs, and organizational assessments to support VHA's DVAAP.
- VHA VISN Lead EEO Managers conducted site visits of their field facilities to evaluate the effectiveness of their programs and plans. Facility EEO Managers worked with Staffing Specialists from their Human Resources Offices to monitor their efforts.
- Special Emphasis Committees also worked with the Human Resources Office, EEO Manager, and other key officials in a combined effort to improve employment opportunities and eliminate any potential barriers for hiring Veterans with disabilities.
- VHA VISNs and field facilities used statistical data provided on a monthly basis via the Veterans Change Report from the VHA Support Service Center intranet website to monitor, review, and evaluate the effectiveness of the DVAAP. This information was reviewed by VISN Diversity Committees and facilities' Human Resources Specialists, EEO Managers, Special Emphasis Program Committees. The data was shared with all appropriate hiring and promoting personnel.
- COIN-PAI 204 (Disabled Veteran and Vietnam Era Veteran Employment Report), which is available quarterly, tracked the hiring, promotions and separations of Veterans. This report was used to monitor, review, and evaluate the effectiveness of DVAAP programs. This information was reviewed by facility Human Resources Management Staff, EEO Managers, Minority Veteran Program Coordinators, locally established EEO Committees, Special Emphasis Program subcommittees and the Unions in an effort to ensure the DVAAP program functioned in an effective manner and to identify placement opportunities for disabled Veterans. Problem areas were identified, goals and objectives were established to eliminate or reduce challenges related to hiring disabled Veterans.

- DVAAP accomplishments were discussed with Medical Center Directors, Executive Staff, Service Chiefs, and selecting officials. The gains and losses were monitored within the employee population to evaluate hiring trends.
- Facility EEO Managers and their Chiefs of Human Resources met to discuss the hiring of disabled Veterans.

VBA

ROs continue to monitor, review and evaluate DVAAP goals and activities by using statistical information provided in the COIN PAI 204 (Disabled Veteran and Vietnam Era Veteran Employment) Report, Human Resources Information System, and the VHA Support Service Center, which monitors gains and losses of Veteran employees throughout the year.

NCA

NCA works closely with VA's Office of Diversity and Inclusion in monitoring and reviewing methods used to improve the representation of disabled Veterans. Increased outreach to Veteran focused organizations was completed in FY 2010 and plans have been made to expand this effort in FY 2011. Additionally, NCA Memorial Service Network offices will be required to review and analyze statistical data on a quarterly basis.

The NCA EEO Staff, HRMO and the field's HRC will be holding an HR/EEO joint meeting in FY 2011 to discuss better ways of monitoring, reviewing and evaluating operating components' activities as they relate to recruiting and retaining our Veteran population.

Progress Report

VA is proud to report that while the total number of employees increased by 4% during FY 2010, the number of Veterans employed also increased by 4%, and there was a large increase (10.42%) in the number of disabled Veterans in VA's workforce, with a larger increase (12.09%) in the employment of 30% or more disabled Veterans. VA attributes this increase to strong leadership from VA Secretary Eric K. Shinseki and hard work by VECS, the staffing specialists throughout VA, EEO staff, as well as Special Emphasis Program Managers, and hiring officials.

| <i>(Adjusted to reflect U.S. citizens only)</i> | FY 2009 | As % of total employees | FY 2010 | As % of total employees | NET CHANGE |
|---|---------|-------------------------|---------|-------------------------|------------|
| Total Employees | 293,725 | | 305,470 | | 4.0% |
| All Veterans | 87,989 | 29.96% | 91,529 | 29.96% | 4.0% |
| All Disabled Veterans | 25,113 | 8.55% | 27,731 | 9.08% | 10.42% |
| 30% or More Disabled Veterans | 15,495 | 5.28% | 17,369 | 5.69% | 12.09% |

VHA

From VSSC, Human Resources Reports, VHA MD-715 (Federal Agency Annual EEO Program Status Report) Table B1, Total VHA Workforce by Disability and Workforce Planning, Targeted Disabilities employment data. VHA field facilities employed 3,988 individuals with targeted disabilities, which is 1.46% of the total VHA workforce of 273,495 for FY 2010. This is in comparison to the employment of 3,598 individuals with targeted disabilities for FY 2009, which is 1.36% of the total VHA workforce of 263,603. While the number of employees with targeted disabilities went up, the percentage increased only by 0.10% due to the FY 2010 total workforce going up by 9,892, a percentage increase of 3.75%.

VHA facilities continued to support the "Fulfilling the Commitment—Coming Home to Work" initiative. This initiative focuses on ensuring that transitional service members, particularly service-connected disabled Veterans from OEF/OIF military campaigns have access to a full-range of resources to obtain suitable employment. This initiative will serve as an on-going catalyst to actively engage Veterans service organizations to increase the applicant pool of disabled Veterans.

VBA

The comparison between FY 2009 and FY 2010 shows the following: VBA's workforce increased by 1,309 Veterans. All disabled Veterans increased by 1,043 and 30% or more disabled Veterans increased by 794. There has been a slight decrease of Vietnam Era Veterans and disabled Vietnam Era Veterans. This decrease is attributed to the fact that these Veterans are within the age group referred to as "baby boomers" that are eligible to retire and some have retired.

| | *FYTD 2009 | | FYTD 2010 | | % CHANGE LAST PERIOD |
|---|---------------|-------|--------------|-------|-------------------------------|
| Total Employees | 18,154 | | 20,562 | | |
| All Veterans | 7,631 | 42.0% | 8,940 | 43.5% | 1.4% |
| All Disabled Veterans | 4,454 | 58.4% | 5,497 | 61.5% | 3.1% |
| 30% or more Disabled Veterans | 3,096 | 69.5% | 3,890 | 70.8% | 1.3% |
| Vietnam Era Veterans | 1,796 | 23.5% | 1,564 | 17.5% | -6.0% |
| Disabled Vietnam Era Veterans | 790 | 10.4% | 707 | 7.9% | -2.4% |
| *Data extracted from COIN PAI 204 through 06/30/2009 because this information is not available on the Automated Workforce Analysis Report | | | | | |

NCA

In FY 2010, NCA's total workforce was comprised of 1,702 employees, down from 1,757 in FY 2009. While overall positions have decreased, disabled Veterans have increased 329 (18.78%) in FY 2009 to 356 (20.94%) in FY 2010. The percentage of Veterans onboard has increased from 68.56% in FY 2009 to 69.99% in FY 2010. In FY 2010, 54 Veterans with 30% or more disability were hired into NCA's workforce. NCA is committed to increasing the representation of disabled Veterans in its workforce and continues to place emphasis on their ability and not their disability.

ANNUAL DISABLED VETERANS AFFIRMATIVE ACTION PROGRAM (DVAAP)
PLAN CERTIFICATION – FISCAL YEAR 2011

Please type or print clearly and return this sheet with an original signature to:

Mr. Ray Decker
Assistant Secretary for Veterans Services
U.S. Office of Personnel Management
1900 E Street NW, Room 7460
Washington, DC 20415-9800

A. Name and Address of Agency

Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

B. Name and Title of Designated DVAAP Official (include address, if different from above, and telephone and fax numbers)

Ms. Georgia Coffey
Deputy Assistant Secretary for Diversity and Inclusion
Telephone: (202) 461-4131
Fax: (202) 501-2145

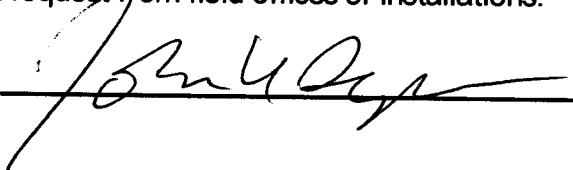
C. Name and Title of Contact Person (include address, if different from above, and telephone and fax numbers)

Ms. Christy Compton
VA Disability Program Manager
Office of Diversity and Inclusion
Telephone: (202) 461-4037
Fax: (202) 501-2145

CERTIFICATION:

I certify that the above named agency: (1) has a current DVAAP plan and the program is being implemented as required by 38 USC 4214, as amended, and appropriate guidance issued by the U.S. Office of Personnel Management; (2) that all field offices or installations having less than 500 employees are covered by a DVAAP plan; (3) that all field offices or installations having 500 or more employees are covered either by this plan or by a local plan; and (4) that such plans are available upon request from field offices or installations.

SIGNATURE



DATE

12/1/10